#4

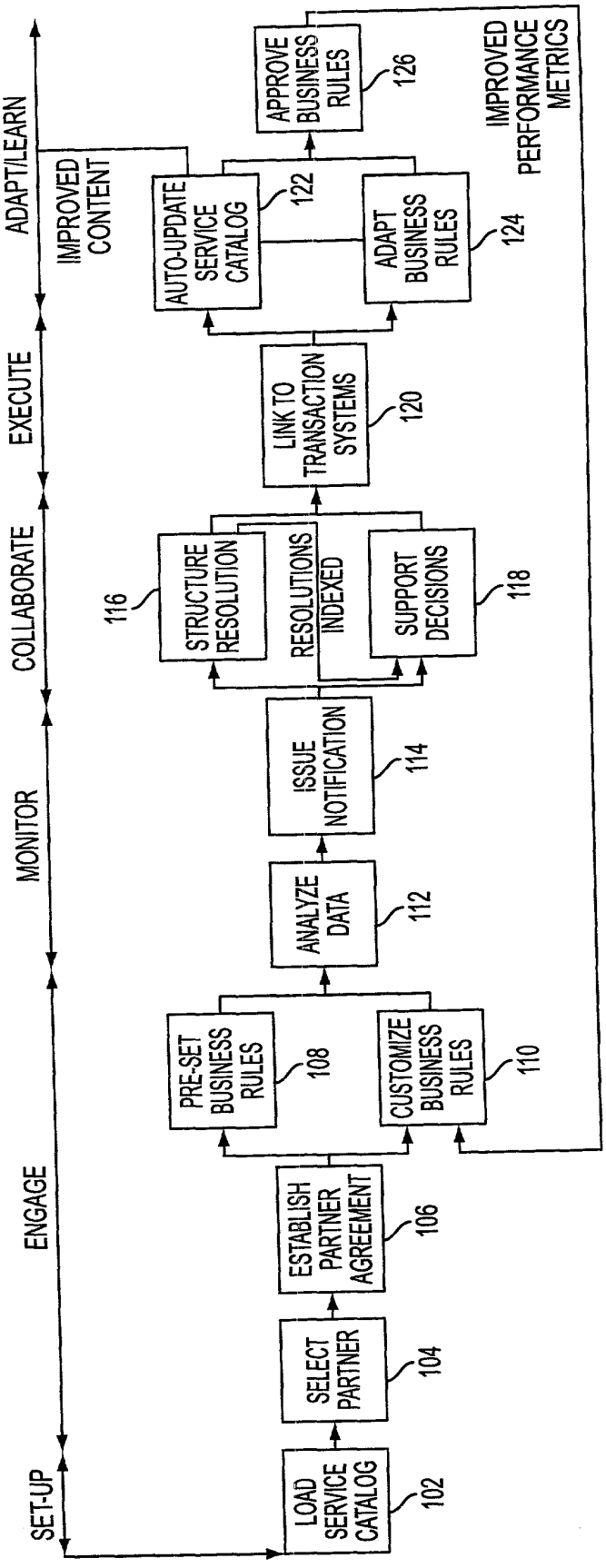
SET-UP
ENGAGE
MONITOR
COLLABORATE
EXECUTE
ADAPT/LEARN
LOAD SERVICE CATALOG
102
SELECT PARTNER
104
ESTABLISH PARTNER AGREEMENT
106
PRE-SET BUSINESS RULES
108
CUSTOMIZE BUSINESS RULES
110
ANALYZE DATA
112
ISSUE NOTIFICATION
114
STRUCTURE RESOLUTION
116
RESOLUTIONS INDEXED
SUPPORT DECISIONS
118
LINK TO TRANSACTION SYSTEMS
120
AUTO-UPDATE SERVICE CATALOG
122
ADAPT BUSINESS RULES
124
APPROVE BUSINESS RULES
126
IMPROVED CONTENT
IMPROVED PERFORMANCE METRICS
100

FIG. 1

10f080" s1z55/60

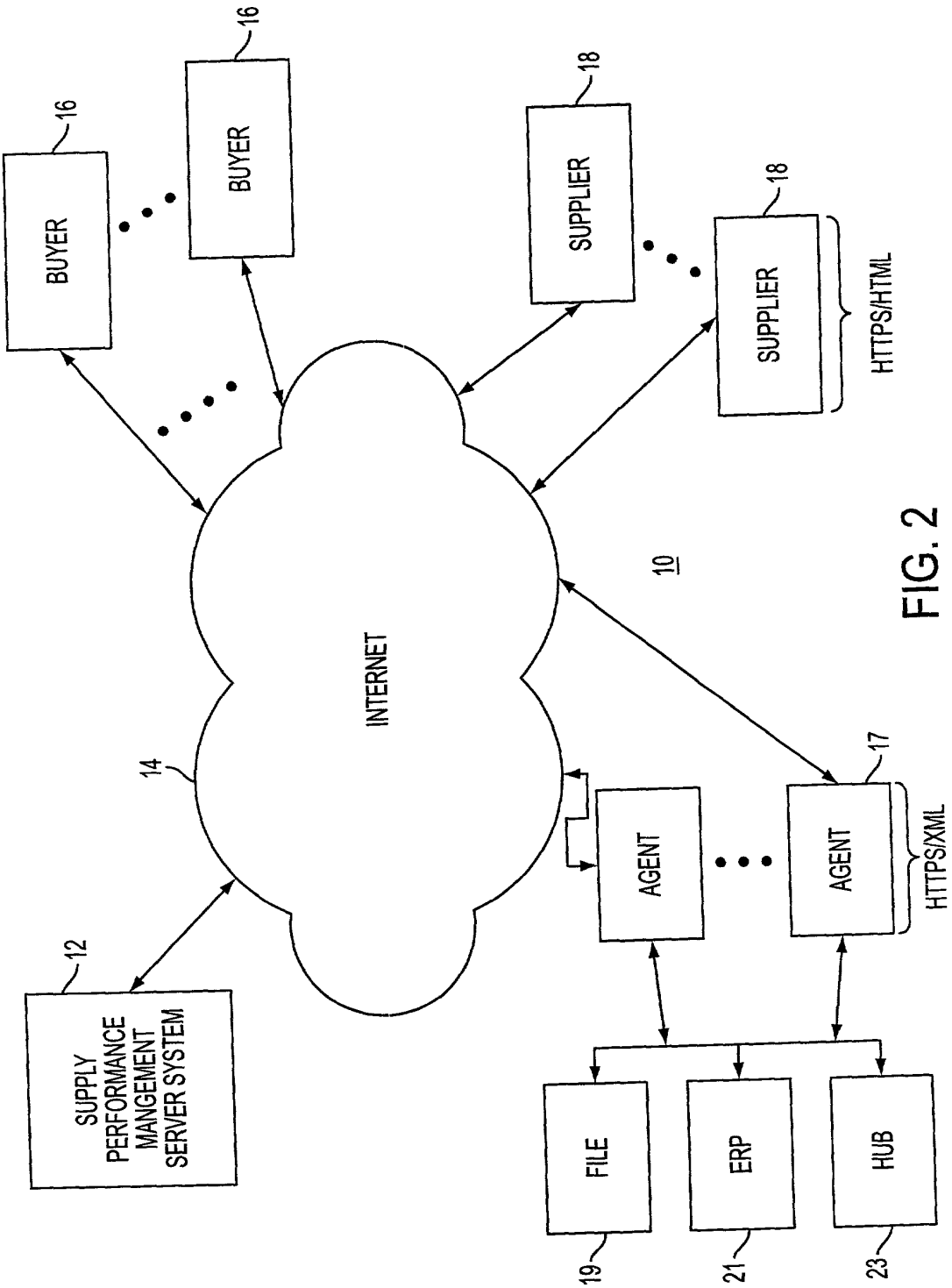

FIG. 2

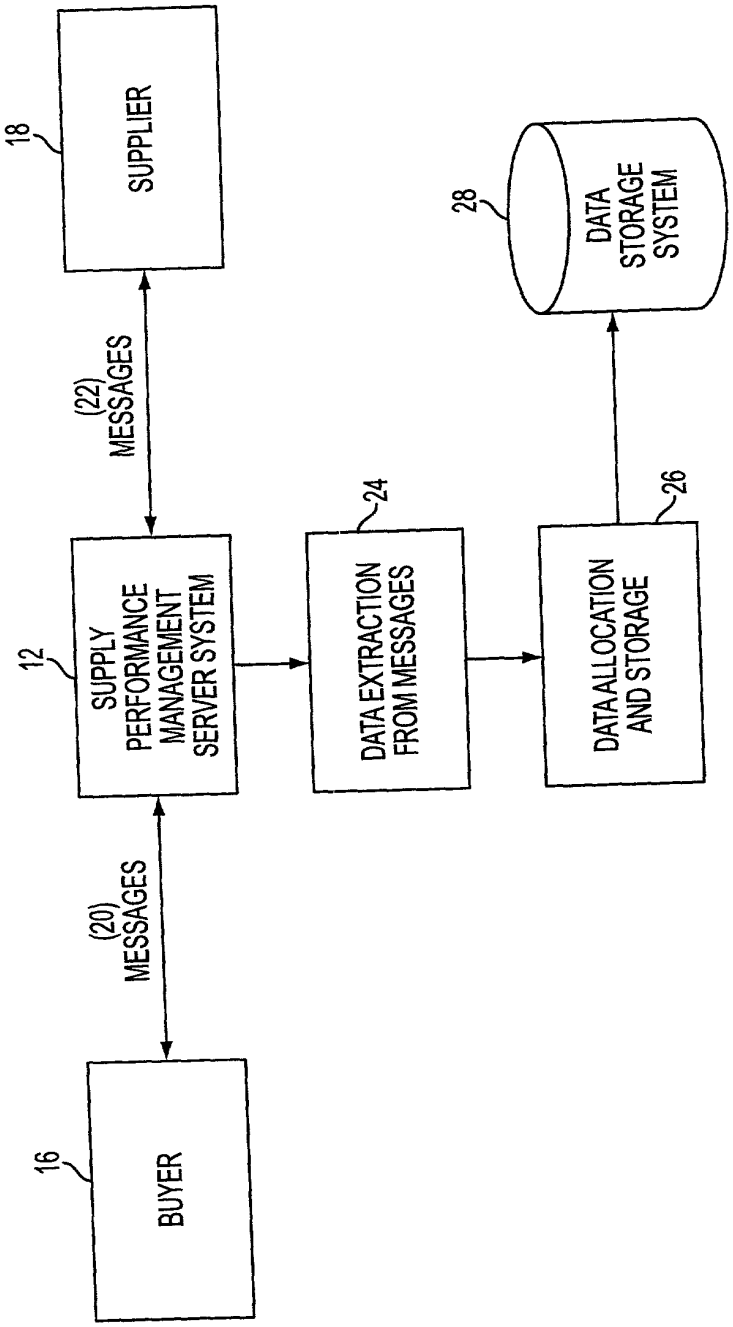
18
SUPPLIER
28
DATA STORAGE SYSTEM
(22) MESSAGES
12
SUPPLY PERFORMANCE MANAGEMENT SERVER SYSTEM
24
DATA EXTRACTION FROM MESSAGES
26
DATA ALLOCATION AND STORAGE
(20) MESSAGES
16
BUYER

FIG. 3

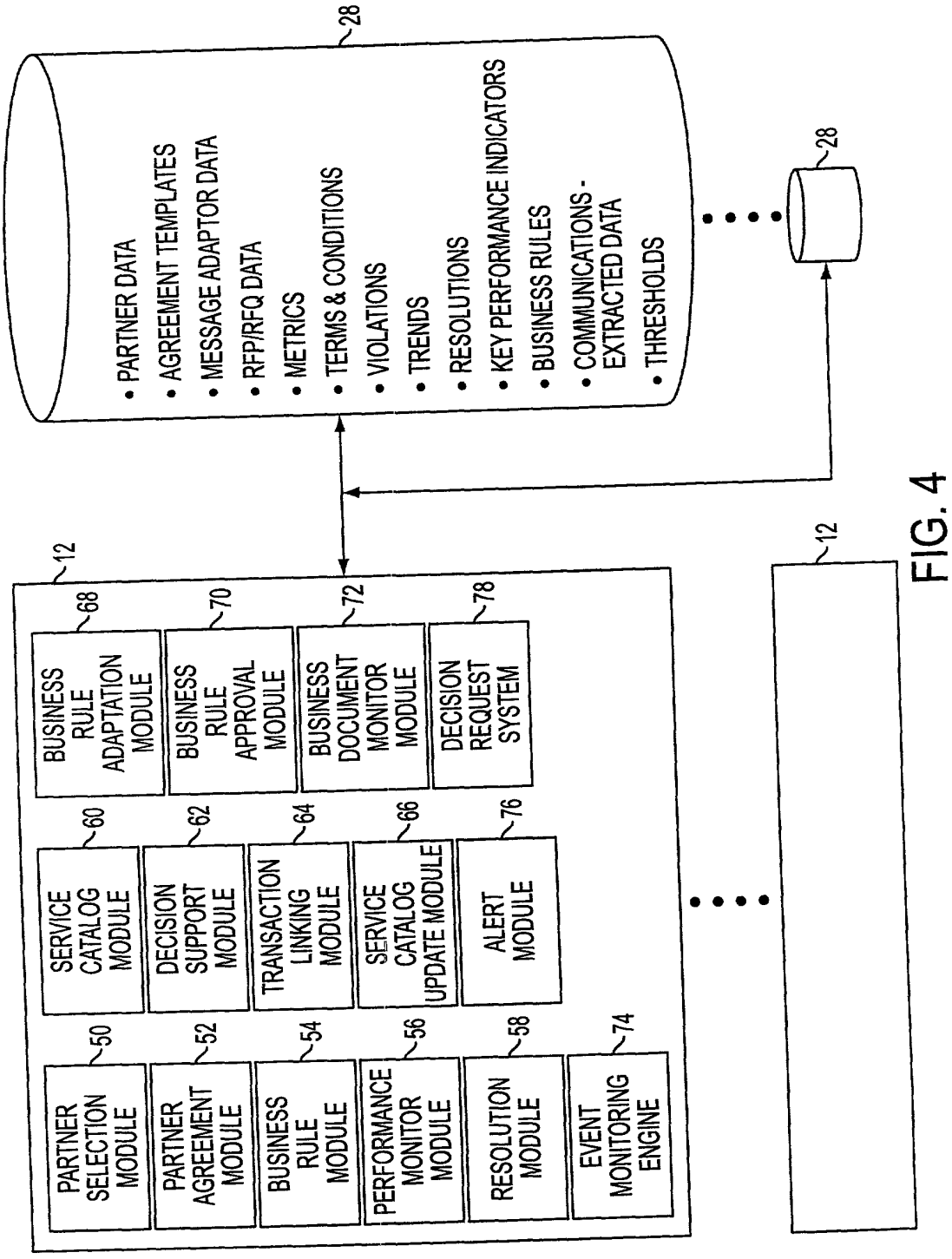
28
• PARTNER DATA
• AGREEMENT TEMPLATES
• MESSAGE ADAPTOR DATA
• RFP/RFQ DATA
• METRICS
• TERMS & CONDITIONS
• VIOLATIONS
• TRENDS
• RESOLUTIONS
• KEY PERFORMANCE INDICATORS
• BUSINESS RULES
• COMMUNICATIONS - EXTRACTED DATA
• THRESHOLDS
28
12
68
BUSINESS RULE ADAPTATION MODULE
70
BUSINESS RULE APPROVAL MODULE
72
BUSINESS DOCUMENT MONITOR MODULE
78
DECISION REQUEST SYSTEM
60
SERVICE CATALOG MODULE
62
DECISION SUPPORT MODULE
64
TRANSACTION LINKING MODULE
66
SERVICE CATALOG UPDATE MODULE
76
ALERT MODULE
50
PARTNER SELECTION MODULE
52
PARTNER AGREEMENT MODULE
54
BUSINESS RULE MODULE
56
PERFORMANCE MONITOR MODULE
58
RESOLUTION MODULE
74
EVENT MONITORING ENGINE
12

FIG. 4

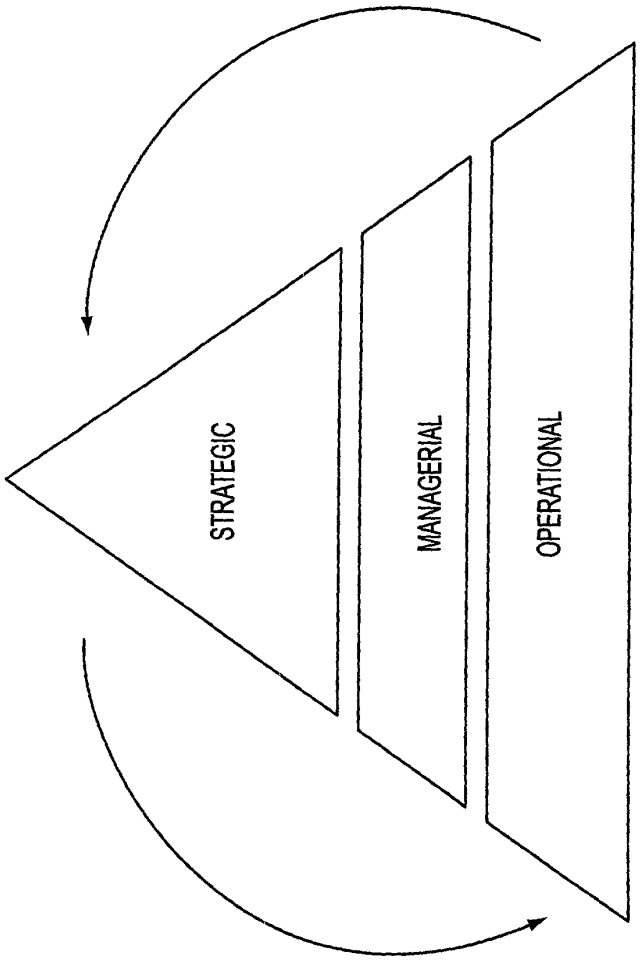

FIG. 5

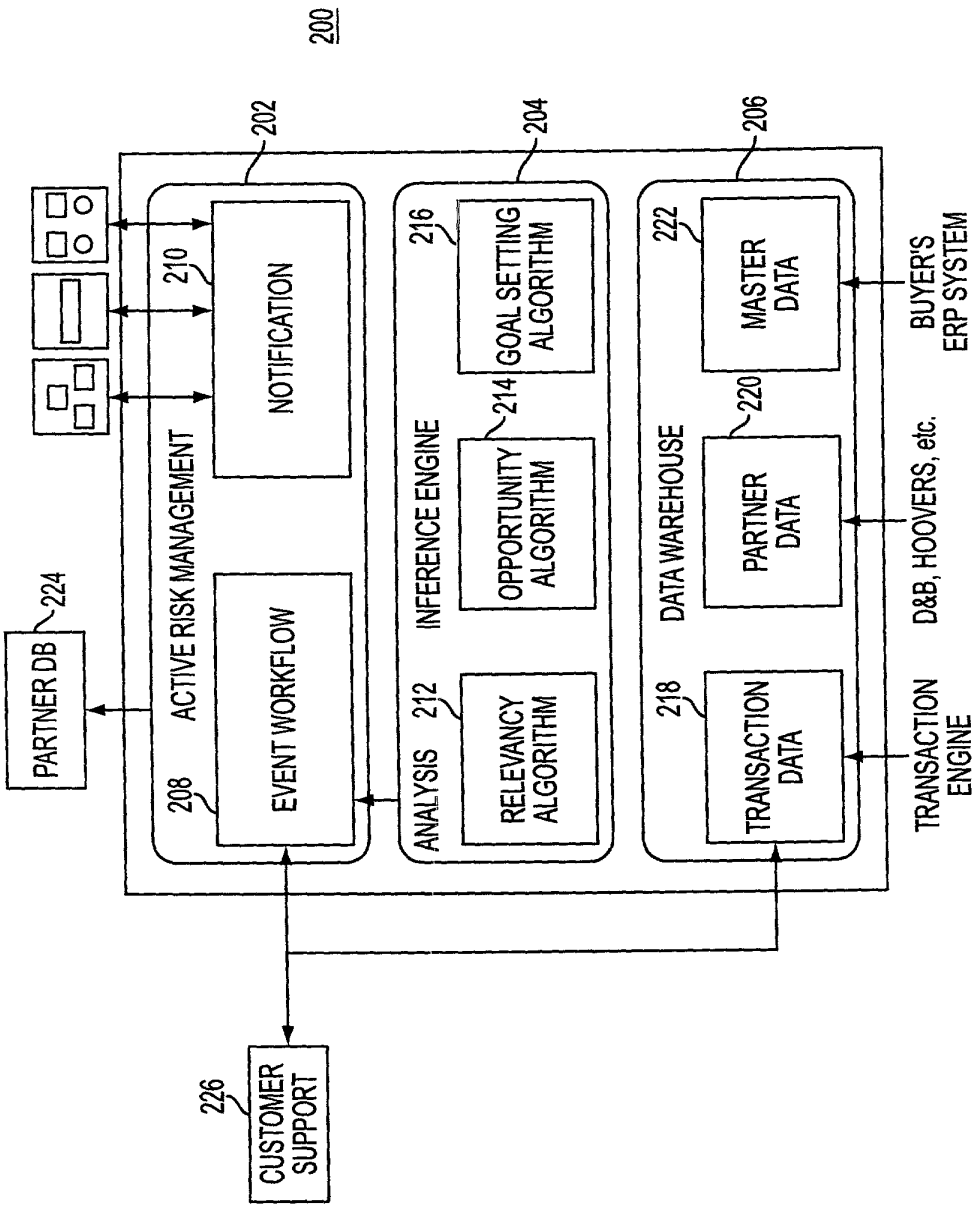
200
202
204
206
ACTIVE RISK MANAGEMENT
NOTIFICATION
210
EVENT WORKFLOW
208
INFERENCE ENGINE
GOAL SETTING ALGORITHM
216
OPPORTUNITY ALGORITHM
214
ANALYSIS
RELEVANCY ALGORITHM
212
DATA WAREHOUSE
MASTER DATA
222
PARTNER DATA
220
TRANSACTION DATA
218
PARTNER DB
224
CUSTOMER SUPPORT
226
BUYER'S ERP SYSTEM
D&B, HOOVERS, etc.
TRANSACTION ENGINE SOURCES

FIG. 6

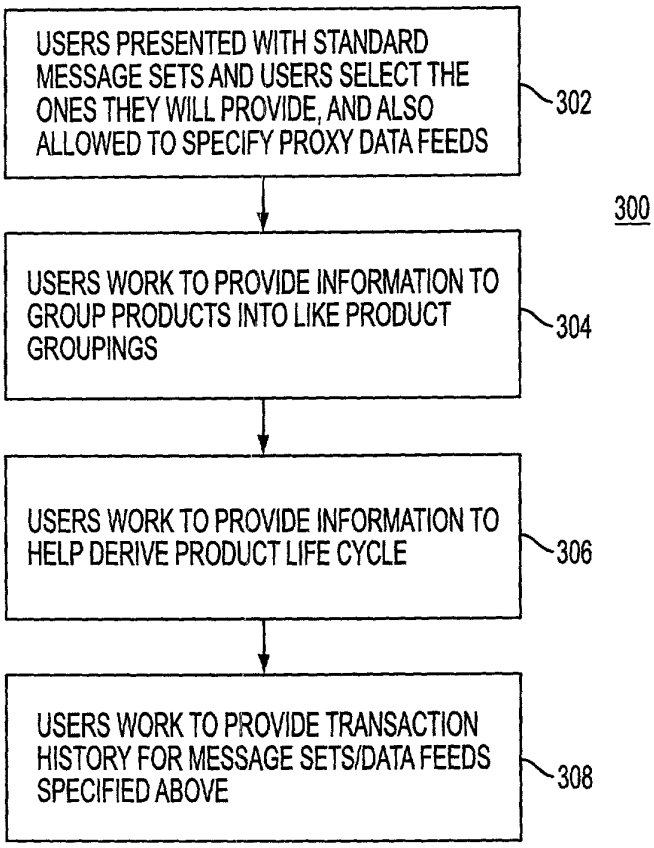
USERS PRESENTED WITH STANDARD MESSAGE SETS AND USERS SELECT THE ONES THEY WILL PROVIDE, AND ALSO ALLOWED TO SPECIFY PROXY DATA FEEDS
302
300
USERS WORK TO PROVIDE INFORMATION TO GROUP PRODUCTS INTO LIKE PRODUCT GROUPINGS
304
USERS WORK TO PROVIDE INFORMATION TO HELP DERIVE PRODUCT LIFE CYCLE
306
USERS WORK TO PROVIDE TRANSACTION HISTORY FOR MESSAGE SETS/DATA FEEDS SPECIFIED ABOVE
308

FIG. 7

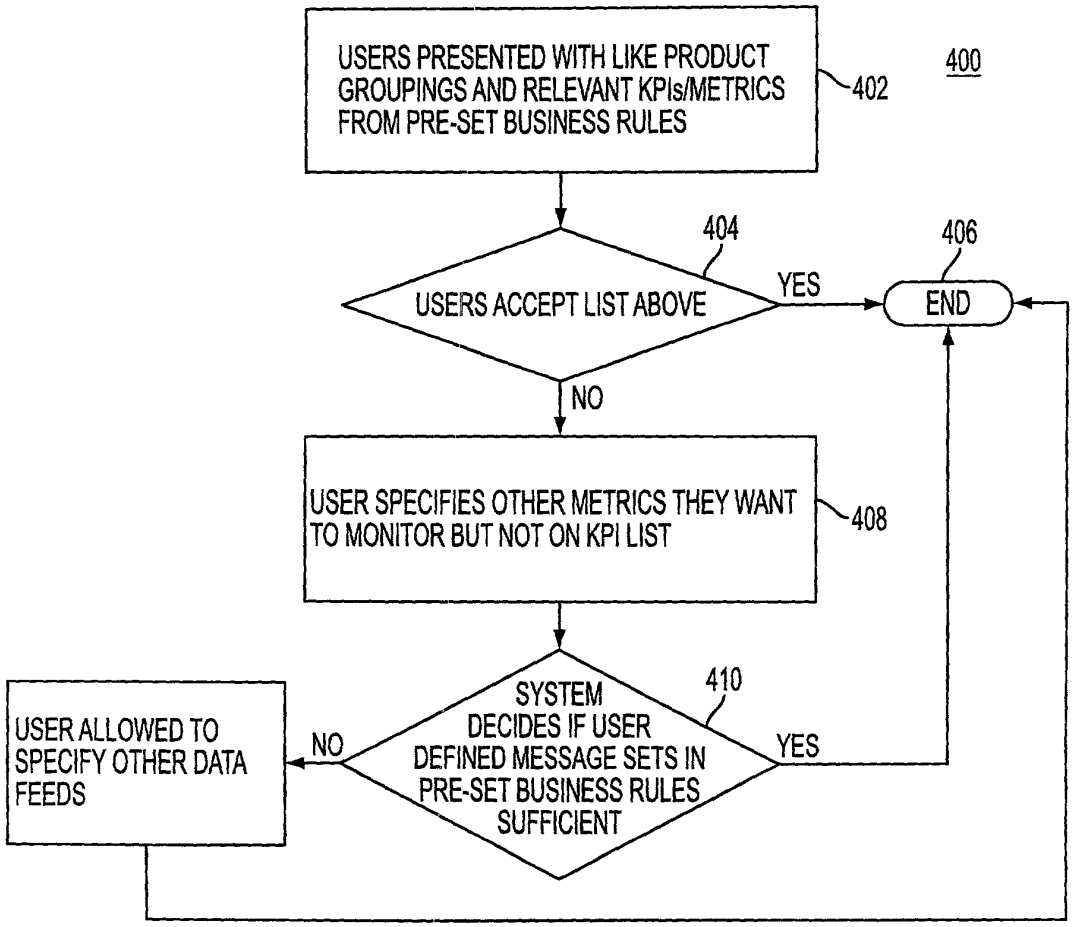
USERS PRESENTED WITH LIKE PRODUCT GROUPINGS AND RELEVANT KPIs/METRICS FROM PRE-SET BUSINESS RULES
402
400
404
406
USERS ACCEPT LIST ABOVE
YES
END
NO
USER SPECIFIES OTHER METRICS THEY WANT TO MONITOR BUT NOT ON KPI LIST
408
410
SYSTEM DECIDES IF USER DEFINED MESSAGE SETS IN PRE-SET BUSINESS RULES SUFFICIENT
NO
YES
USER ALLOWED TO SPECIFY OTHER DATA FEEDS

FIG. 8

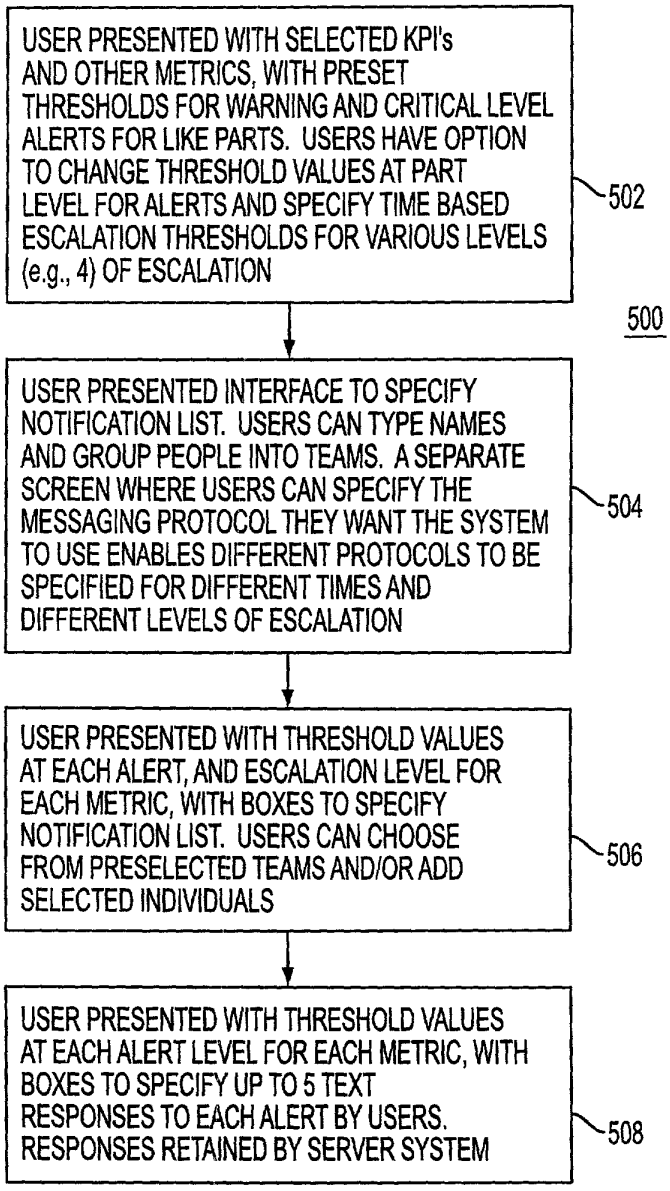
USER PRESENTED WITH SELECTED KPI's AND OTHER METRICS, WITH PRESET THRESHOLDS FOR WARNING AND CRITICAL LEVEL ALERTS FOR LIKE PARTS. USERS HAVE OPTION TO CHANGE THRESHOLD VALUES AT PART LEVEL FOR ALERTS AND SPECIFY TIME BASED ESCALATION THRESHOLDS FOR VARIOUS LEVELS (e.g., 4) OF ESCALATION
502
500
USER PRESENTED INTERFACE TO SPECIFY NOTIFICATION LIST. USERS CAN TYPE NAMES AND GROUP PEOPLE INTO TEAMS. A SEPARATE SCREEN WHERE USERS CAN SPECIFY THE MESSAGING PROTOCOL THEY WANT THE SYSTEM TO USE ENABLES DIFFERENT PROTOCOLS TO BE SPECIFIED FOR DIFFERENT TIMES AND DIFFERENT LEVELS OF ESCALATION
504
USER PRESENTED WITH THRESHOLD VALUES AT EACH ALERT, AND ESCALATION LEVEL FOR EACH METRIC, WITH BOXES TO SPECIFY NOTIFICATION LIST. USERS CAN CHOOSE FROM PRESELECTED TEAMS AND/OR ADD SELECTED INDIVIDUALS
506
USER PRESENTED WITH THRESHOLD VALUES AT EACH ALERT LEVEL FOR EACH METRIC, WITH BOXES TO SPECIFY UP TO 5 TEXT RESPONSES TO EACH ALERT BY USERS. RESPONSES RETAINED BY SERVER SYSTEM
508

FIG. 9

09765345 - 090104

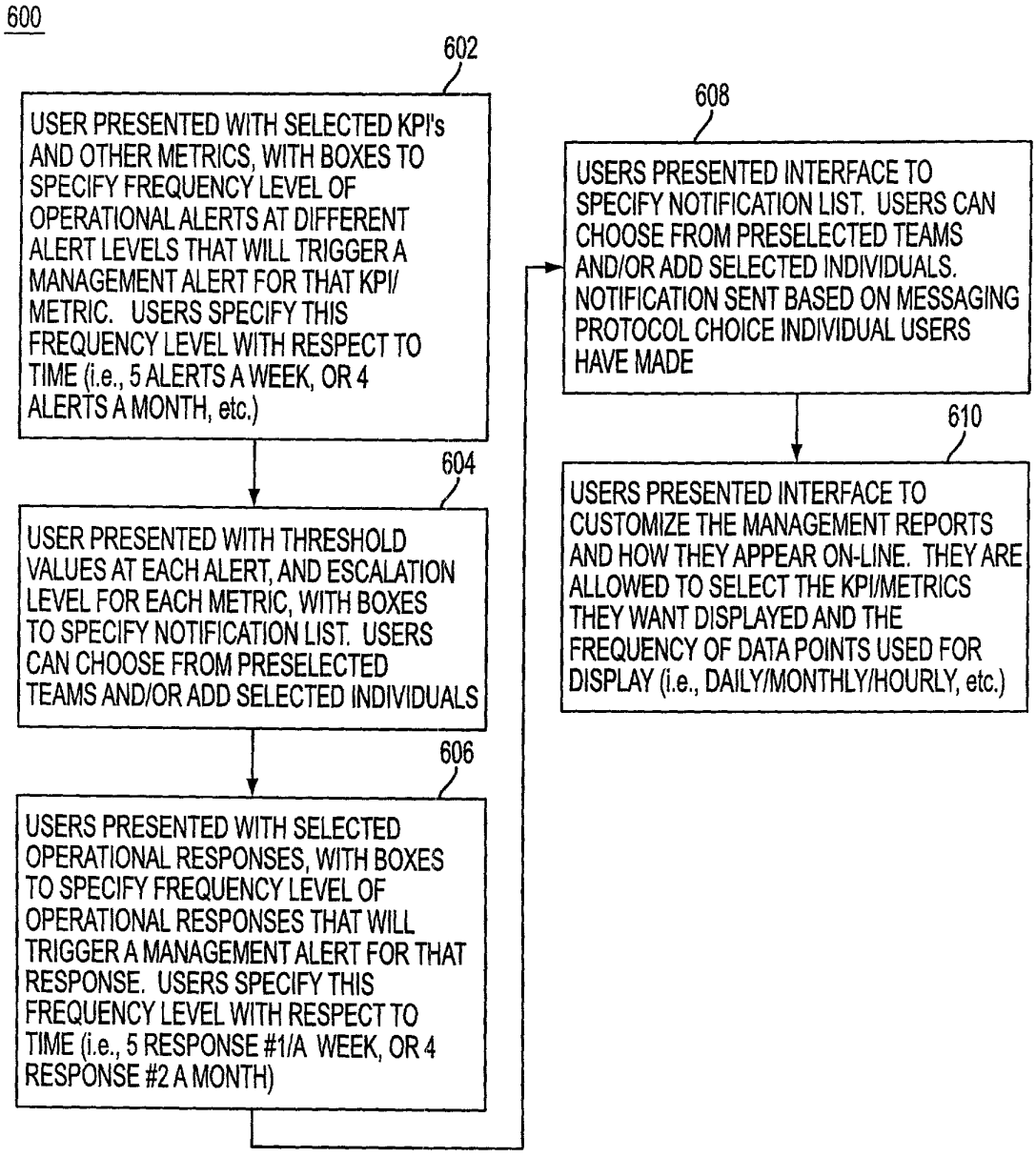

FIG. 10

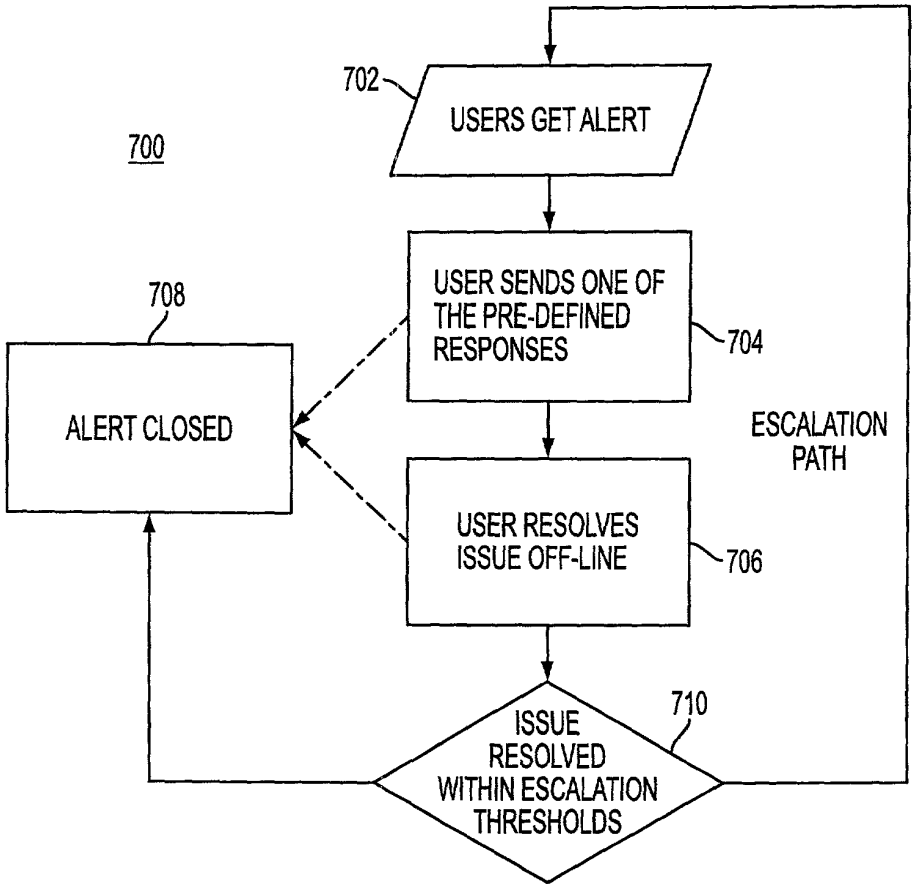
700
702
USERS GET ALERT
USER SENDS ONE OF THE PRE-DEFINED RESPONSES
704
708
ALERT CLOSED
ESCALATION PATH
USER RESOLVES ISSUE OFF-LINE
706
710
ISSUE RESOLVED WITHIN ESCALATION THRESHOLDS

FIG. 11

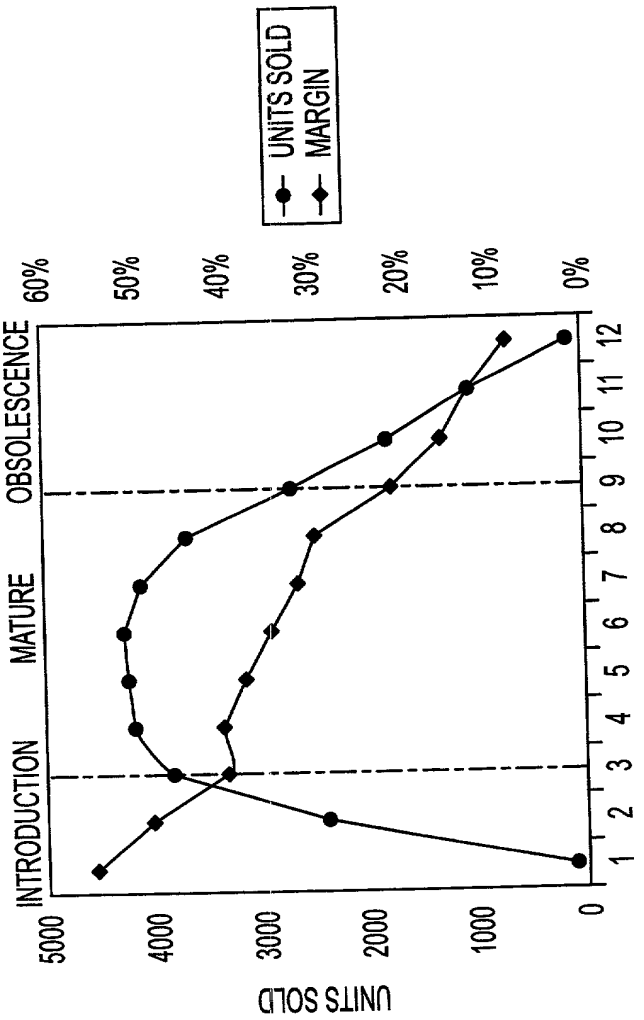
UNITS SOLD
MARGIN
60%
50%
40%
30%
20%
10%
0%
INTRODUCTION
MATURE
OBSOLESCENCE
5000
4000
3000
2000
1000
0
1
2
3
4
5
6
7
8
9
10
11
12
MONTH
UNITS SOLD

FIG. 12

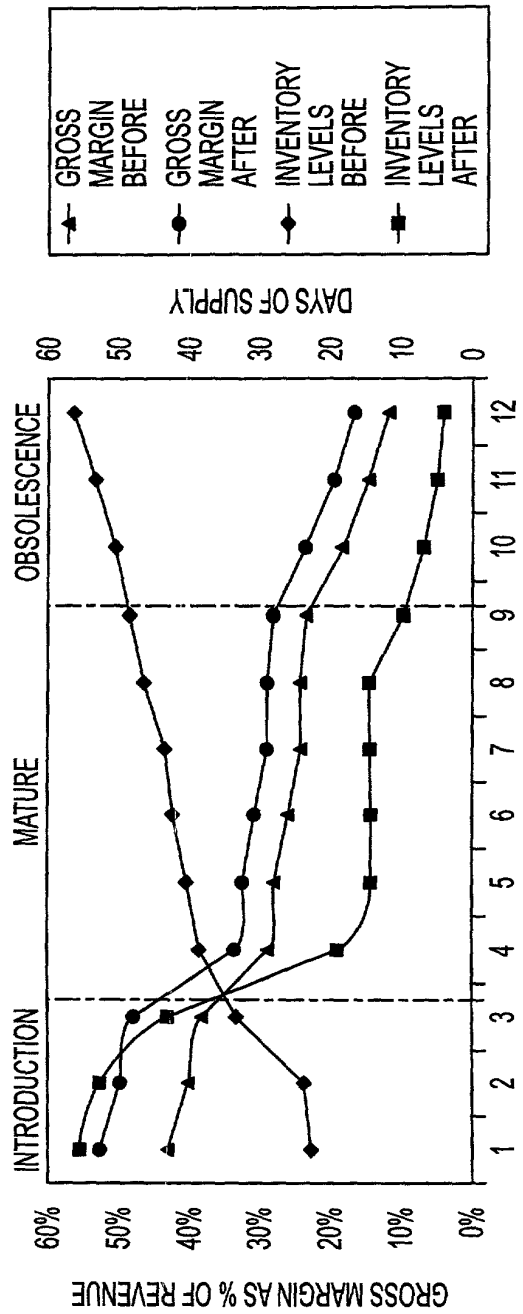

FIG. 13

09765345 - 060401

	KPI's										
ANALYTIC PACKS	FORECAST ACCURACY	FORECAST VARIANCE	SERVICE LEVEL	DAYS OF SUPPLY	INVENTORY TURNS	ON-TIME-SHIP	ON-TIME-DELIVERY	PERFECT ORDER	FILL RATE	CASH-TO-CASH	USER DEFINED/OTHER ELEMENTS
TRADEOFF SERVICE LEVEL VS. COST	X		X	X							PRODUCT STANDARD COST
CONFIDENCE FACTOR	X	X									PRODUCT LIFECYCLE
TRADEOFF CUSTOMER SERVICE LEVELS VS. CHANNEL INVENTORY LEVELS				X		X	X	X			PRODUCT LIFECYCLE, PRODUCT STANDARD COST
RANK AND MANAGE PARTNER PERFORMANCE	X	X	X			X	X	X	X		INDUSTRY BENCHMARKS, USER DEFINED COMPOSITE METRICS
TRADEOFF CASH-TO-CASH VS. SERVICE LEVEL AND INVENTORY			X	X						X	PAYMENT CYCLE TIME INFORMATION

FIG. 14A

TOT080 "Shc59260

DETAILS		
ANALYTIC PACKS	DETAILS	INPUT
TRADEOFF SERVICE LEVEL VS. COST	ALLOW USERS TO VIEW TRADEOFFS BETWEEN FORECAST ACCURACY, LEVEL OF INVENTORY, COST AND SERVICE LEVELS. THIS LETS USERS SET POLICY THAT OPTIMIZES THE RELATIONSHIP BETWEEN THESE 3 VARIABLES, ALLOWING USERS TO SET INVENTORY LEVELS THAT MINIMIZES COST WHILE ACHIEVING DESIRED SERVICE LEVELS. ALSO LETS USERS TO SPECIFY POLICY BASED ON PRODUCT LIFECYCLE PROFILING, ALLOWING DIFFERENT POLICY TO BE SET FOR DIFFERENT PRODUCTS WITH SYSTEM RECOMMENDATIONS AROUND WHICH KPI TO OPTIMIZE BASED ON LIFECYCLE STAGE (SERVICE LEVEL AT INTRODUCTION, INVENTORY LEVELS AT OBSOLESCENCE)	HISTORICAL INFORMATION AROUND FORECAST ACCURACY, INVENTORY LEVELS (DOS), SERVICE LEVELS, PRODUCT LIFECYCLE INFORMATION
CONFIDENCE FACTORS	ALLOW USERS TO SEE THE DEGREE OF RELIABILITY AND ACCURACY OF PARTNER AND NETWORK COMMITMENTS BASED ON PRODUCT LIFECYCLE. THIS LETS THEM MAKE ALLOWANCES IN THEIR GOAL/THRESHOLD SETTING TO TAKE INTO ACCOUNT A PERCEIVED DEGREE OF INACCURACY/VARIANCE	HISTORY OF PERFORMANCE FOR FORECAST ACCURACY, FORECAST VARIANCE, ON-TIME-SHIP, ON-TIME-DELIVERY, PERFECT ORDER, FILL RATE
TRADEOFF CUSTOMER SERVICE LEVELS VS. CHANNEL INVENTORY LEVELS	ALLOW USERS TO VIEW TRADEOFFS BETWEEN CUSTOMER SERVICE LEVELS AND LEVELS OF INVENTORY TAKING INTO ACCOUNT THE PRODUCT LIFECYCLE. ALLOWS USERS TO SET GOALS THAT ACHIEVE DESIRED CUSTOMER SERVICE LEVELS WHILE MINIMIZING AMOUNT OF INVENTORY THAT NEEDS TO BE CARRIED. ALSO ALERT USERS WHEN GOALS SET ARE NOT APPROPRIATE BASED ON PRODUCT LIFECYCLE STAGE	HISTORICAL INFORMATION AROUND ON-TIME-SHIP, ON-TIME-DELVIERY, PERFECT ORDER, INVENTORY LEVELS (DOS), PROD STD COST & PRODUCT LIFECYCLE INFORMATION
RANK AND MANAGE PARTNER PERFORMANCE	ALLOW USERS TO SEE AND COMPARE PARTNER PERFORMANCE ACROSS THE SUPPLY-CHAIN NETWORK AND ALSO ACROSS INDUSTRY BENCHMARKS	HISTORICAL INFORMATION ON PARTNER PERFORMANCE FOR RELEVANT KPIs (OTS, OTD, FILL RATE, PERFECT ORDER), INFORMATION AGGREGATION FROM OTHER PREMONITION INSTALLATIONS, DATA FEEDS FROM D&B, HOOVERS AND OTHER INDUSTRY DATABASES, USER DEFINED COMPOSITE METRICS
CONFIDENCE FACTORS	ALLOW USERS TO SEE HOW CHANGING SERVICE LEVELS AND INVENTORY LEVELS AFFECT THE CASH-TO-CASH CYCLE TIME. ALLOWS USERS TO SET GOALS ACROSS THE OTHER 2 METRICS TO MINIMIZE THE CASH-TO-CASH CYCLE TIME	HISTORICAL INFORMATION ON SERVICE LEVELS, INVENTORY LEVELS, & CASH-TO-CASH CYCLE TIME

FIG. 14B

MESSAGE SETS											
KPI's	FORECAST (830)	INVENTORY REPORT (846)	PO (850)	PO/ACK (855)	MATERIAL RELEASE (862)	INVOICE (810)	PAYMENT (820)	ADVANCE SHIP NOTIFICATION (856)	RECEIPT ADVICE (861)	ANALYTICS
FORECAST ACCURACY	X	X			X					TRADEOFF ANALYSIS BETWEEN SERVICE LEVELS AND COST. SET CONFIDENCE LEVELS BASED ON PAST PERFORMANCE AND PRODUCT LIFECYCLE PHASE.
FORECAST VARIANCE	X									HIGHLIGHTS RELIABILITY AND PREDICTABILITY OF FORECASTING PROCESS. SET CONFIDENCE LEVELS BASED ON PRODUCT LIFECYCLE PHASE AND PAST PARTNER PERFORMANCE.
SERVICE LEVEL		X	X		X					TRADEOFF ANALYSIS OF LOST REVENUE VS. HIGHER INVENTORY CARRYING COSTS. SET SMART GOALS BY PRODUCT BASED ON LIFECYCLE PROFILING.
DAYS OF SUPPLY	X	X			X					MINIMIZE INVENTORY LEVELS WHEN COMFORTABLE WITH FORECAST VARIABILITY. ACCELERATE INVENTORY TURNS BY DYNAMICALLY ADJUSTING GOALS BASED ON PRODUCT LIFECYCLE AND PAST PERFORMANCE OF PARTNERS.
ON-TIME-SHIP			X	X	X	X		X		IMPROVE CUSTOMER SATISFACTION AND RETENTION BY ACTIVELY MANAGING TRADEOFFS BETWEEN CUSTOMER SERVICE LEVELS AND CHANNEL INVENTORY LEVELS. SET AGGRESSIVE, ACHIEVABLE GOALS BY PRODUCT BASED ON LIFECYCLE PHASE.
ON-TIME-DELIVERY			X	X	X	X	X		X	IMPROVE CUSTOMER SATISFACTION AND RETENTION BY ACTIVELY MANAGING TRADEOFFS BETWEEN CUSTOMER SERVICE LEVELS AND CHANNEL INVENTORY LEVELS. SET AGGRESSIVE, ACHIEVABLE GOALS BY PRODUCT BASED ON LIFECYCLE PHASE.
PERFECT ORDER			X	X	X	X	X	X	X	ACTIVELY MANAGE PARTNER SERVICE LEVEL AND EFFECTIVENESS, TO CREATE A SUPERIOR CUSTOMER EXPERIENCE. FOCUS MANAGEMENT ATTENTION ON "HOT SPOTS" WITH METALERT PATTERN MATCHING TECHNOLOGY.
FILL RATE			X		X	X		X		ACTIVELY MANAGE PARTNER SERVICE LEVEL AND EFFECTIVENESS, TO CREATE A SUPERIOR CUSTOMER EXPERIENCE. USE TO RANK AND DRIVE PARTNER PERFORMANCE.

FIG. 14C

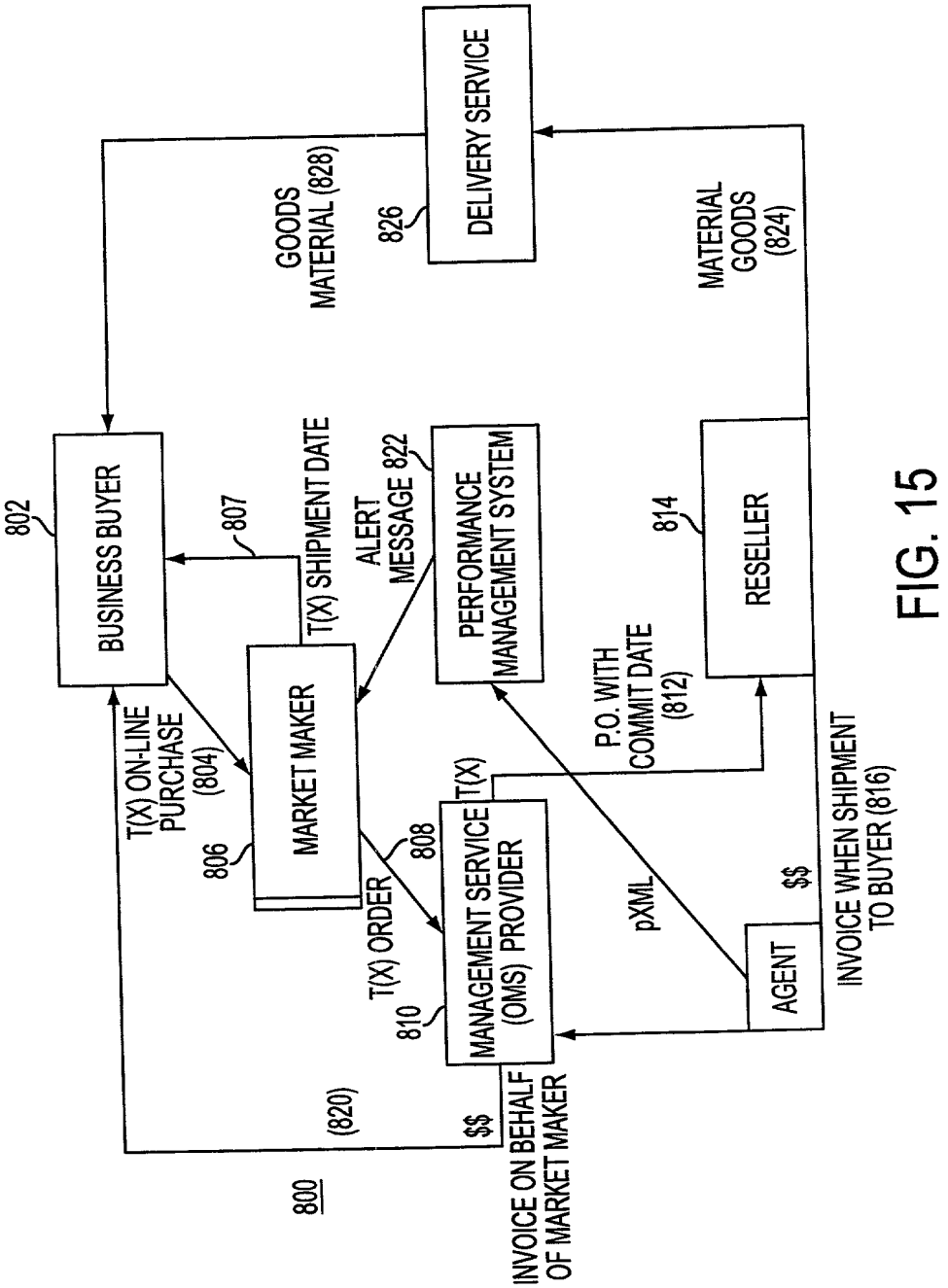
800
802
BUSINESS BUYER
807
T(X) SHIPMENT DATE
ALERT MESSAGE 822
PERFORMANCE MANAGEMENT SYSTEM
826
DELIVERY SERVICE
GOODS MATERIAL (828)
MATERIAL GOODS (824)
814
RESELLER
T(X) ON-LINE PURCHASE (804)
806
MARKET MAKER
808
T(X) ORDER
810
MANAGEMENT SERVICE (OMS) PROVIDER
T(X)
P.O. WITH COMMIT DATE (812)
pXML
AGENT
$$
INVOICE WHEN SHIPMENT TO BUYER (816)
(820)
$$
INVOICE ON BEHALF OF MARKET MAKER

FIG. 15

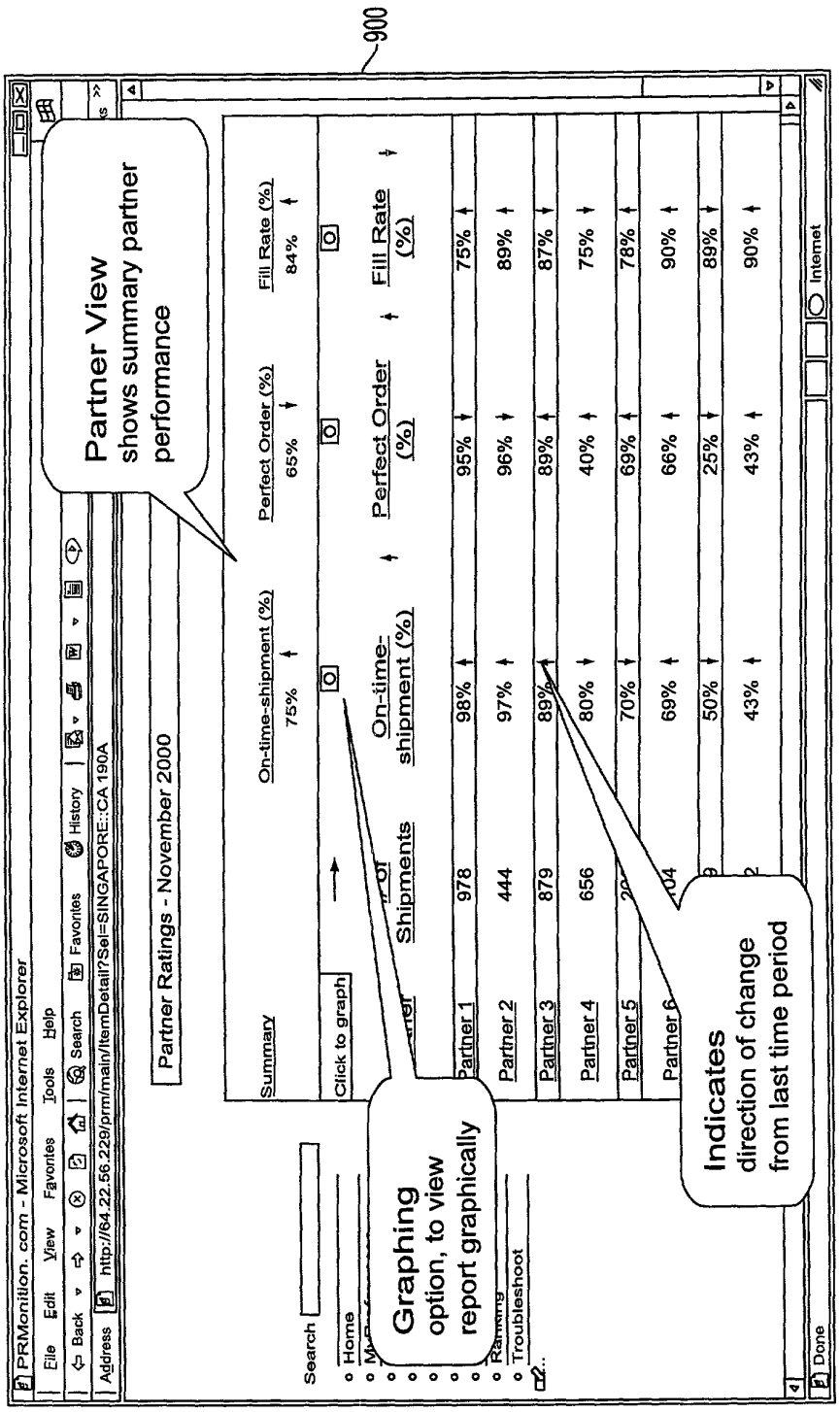
900
PRMonition.com - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites History
Address http://64.22.56.229/prm/main/ItemDetail?Sel=SINGAPORE::CA 190A
Partner Ratings - November 2000
Partner View shows summary partner performance
Search
Home
Ranking
Troubleshoot
Summary
Click to graph
Graphing option, to view report graphically
Indicates direction of change from last time period
On-time-shipment (%)
Perfect Order (%)
Fill Rate (%)
75%
65%
84%
# of Shipments
On-time-shipment (%)
Perfect Order (%)
Fill Rate (%)
Partner 1 978 98% 95% 75%
Partner 2 444 97% 96% 89%
Partner 3 879 89% 89% 87%
Partner 4 656 80% 40% 75%
Partner 5 70% 69% 78%
Partner 6 104 69% 66% 90%
50% 25% 89%
43% 43% 90%
Done
Internet

FIG. 16

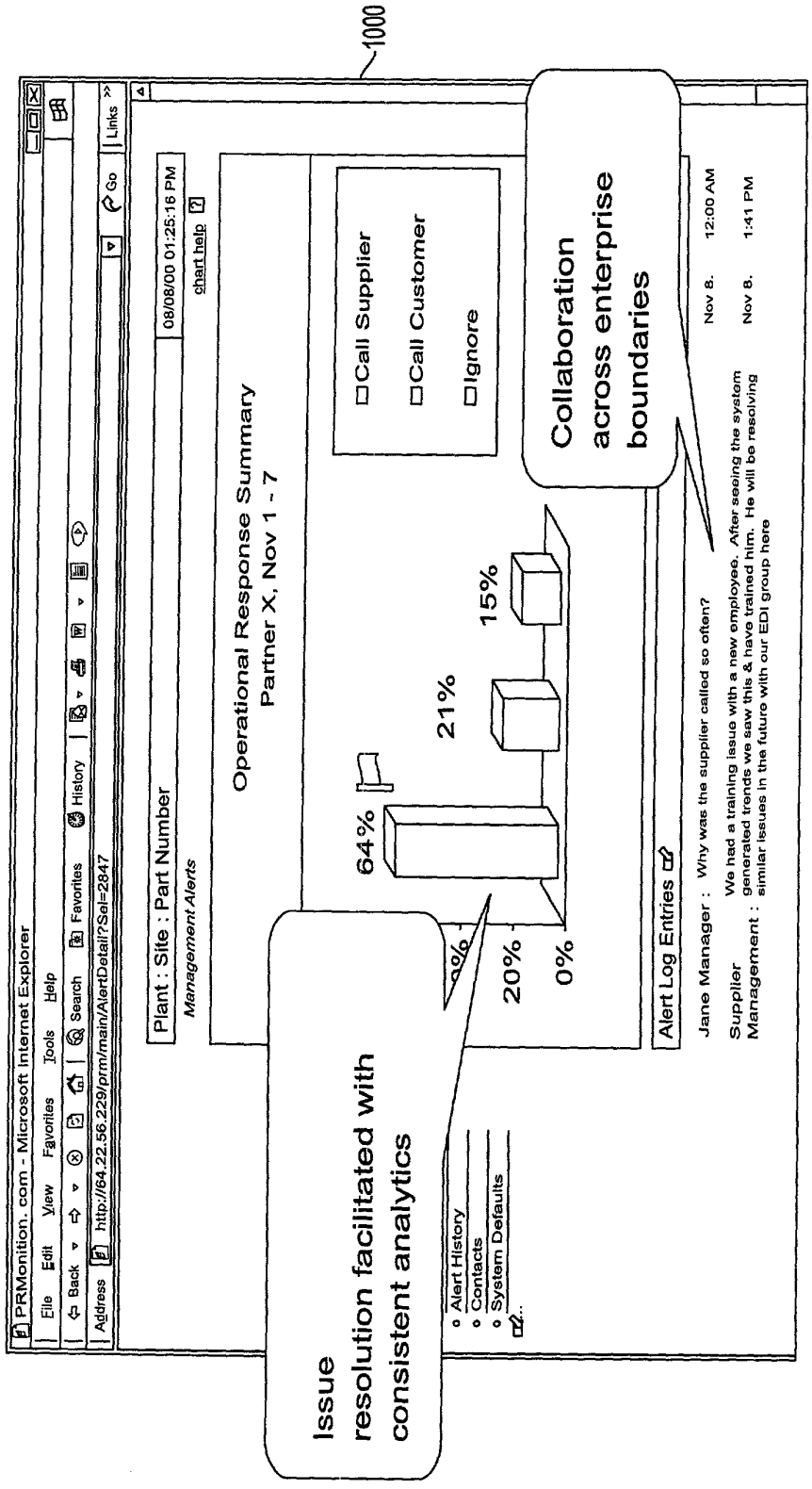
1000
PRMonition. com - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites History Go Links
Address http://64.22.56.229/prm/main/AlertDetail?Sel=2847
Plant : Site : Part Number
08/08/00 01:25:16 PM
chart help
Management Alerts
Operational Response Summary
Partner X, Nov 1 - 7
64%
21%
15%
9%
20%
0%
Call Supplier
Call Customer
Ignore
Collaboration across enterprise boundaries
Issue resolution facilitated with consistent analytics
Alert History
Contacts
System Defaults
Alert Log Entries
Jane Manager : Why was the supplier called so often? Nov 8. 12:00 AM
Supplier Management : We had a training issue with a new employee. After seeing the system generated trends we saw this & have trained him. He will be resolving similar issues in the future with our EDI group here Nov 8. 1:41 PM

FIG. 17

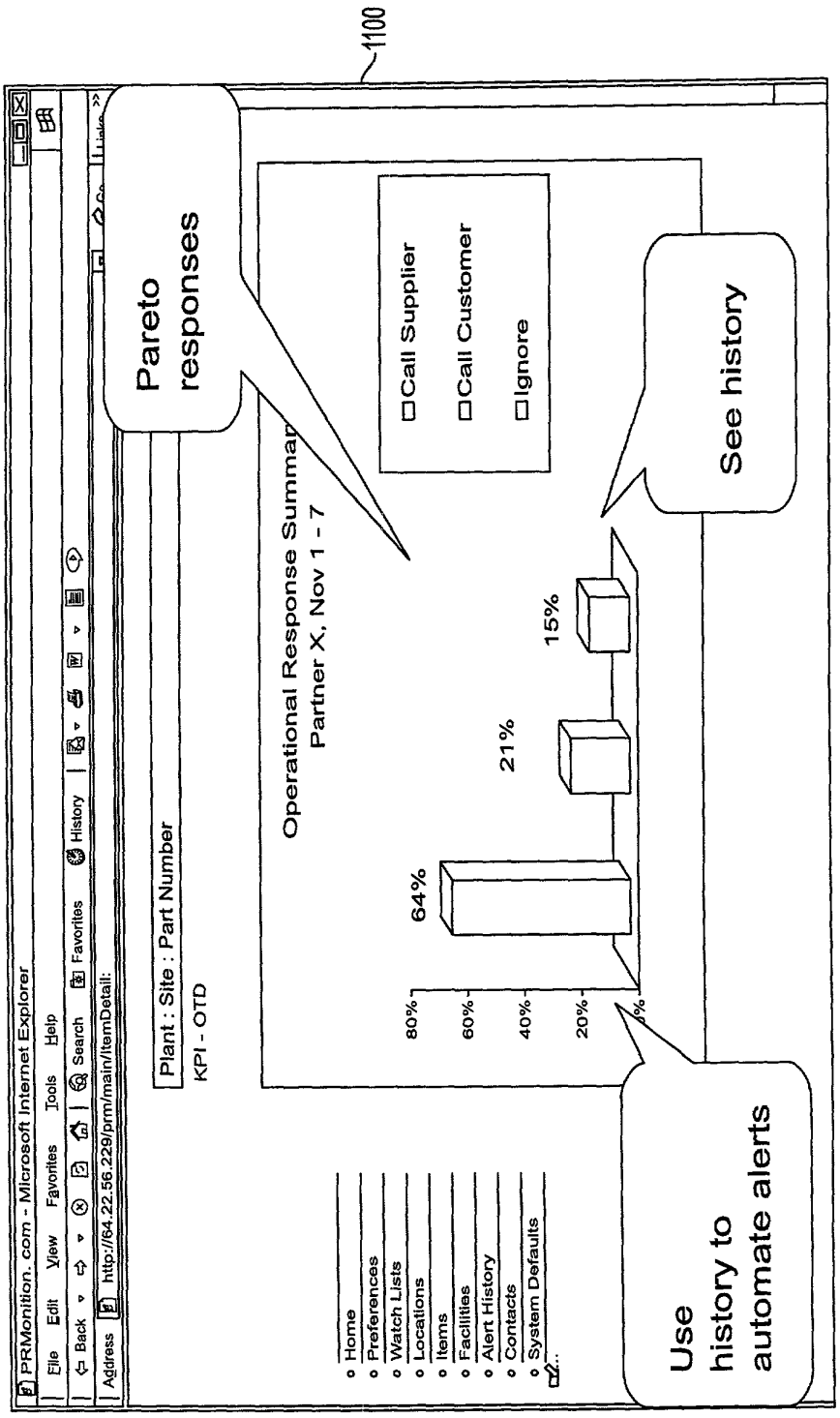
1100
PRMonition.com - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites History
Address http://64.22.56.229/prm/main/ItemDetail:
Home
Preferences
Watch Lists
Locations
Items
Facilities
Alert History
Contacts
System Defaults
Plant : Site : Part Number
KPI - OTD
Operational Response Summar
Partner X, Nov 1 - 7
80%
60%
40%
20%
0%
64%
21%
15%
Call Supplier
Call Customer
Ignore
Pareto responses
See history
Use history to automate alerts

FIG. 18

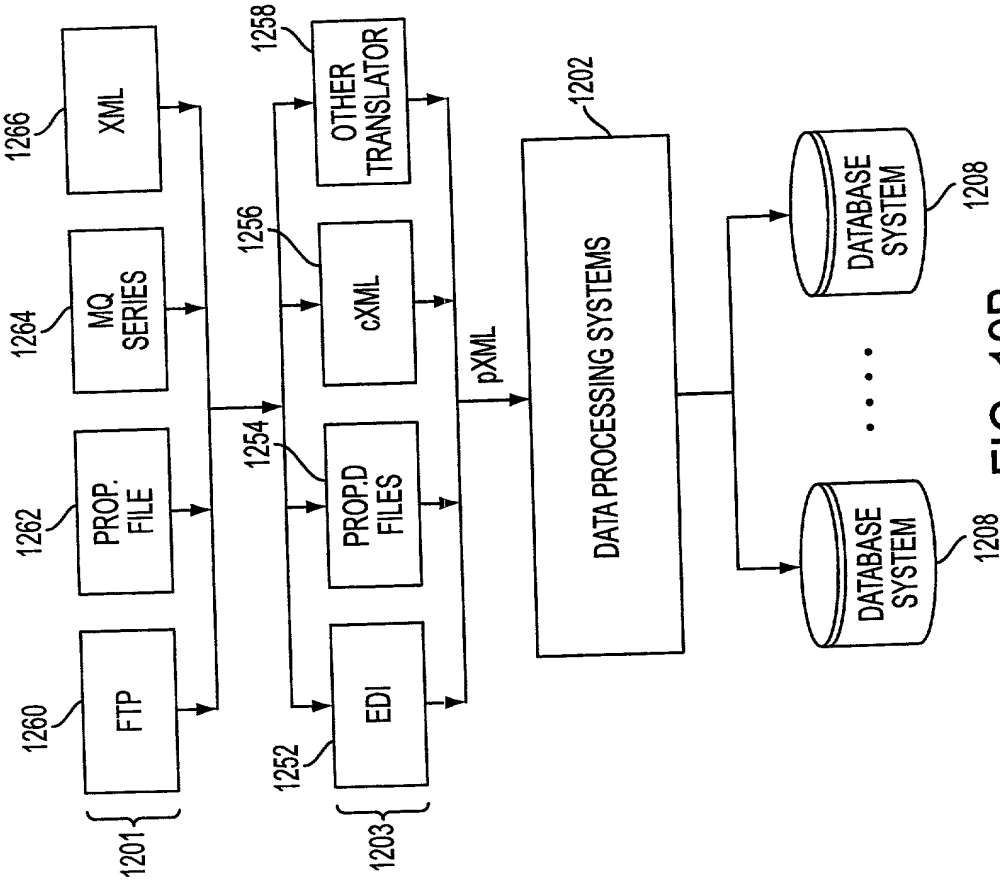

FIG. 19B

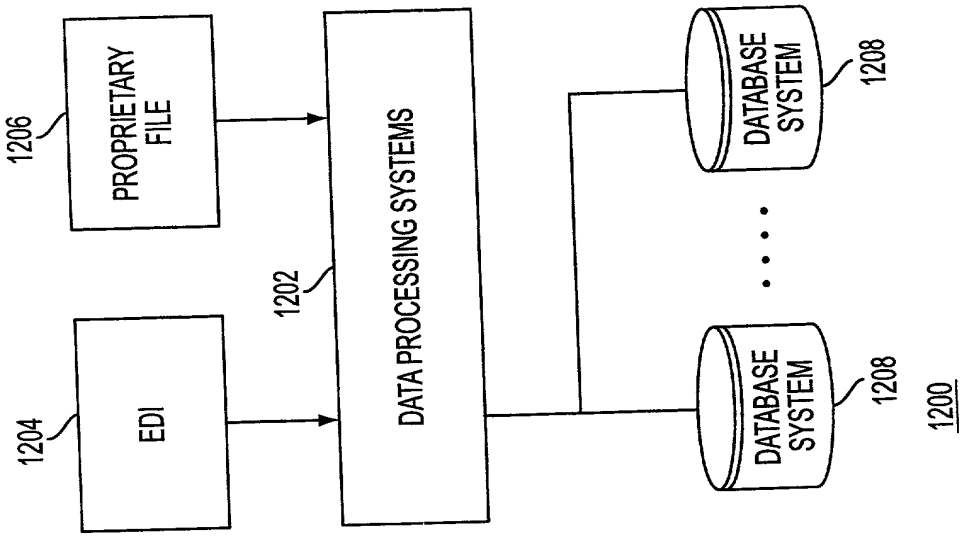

FIG. 19A

TOTOBO" SHE59260

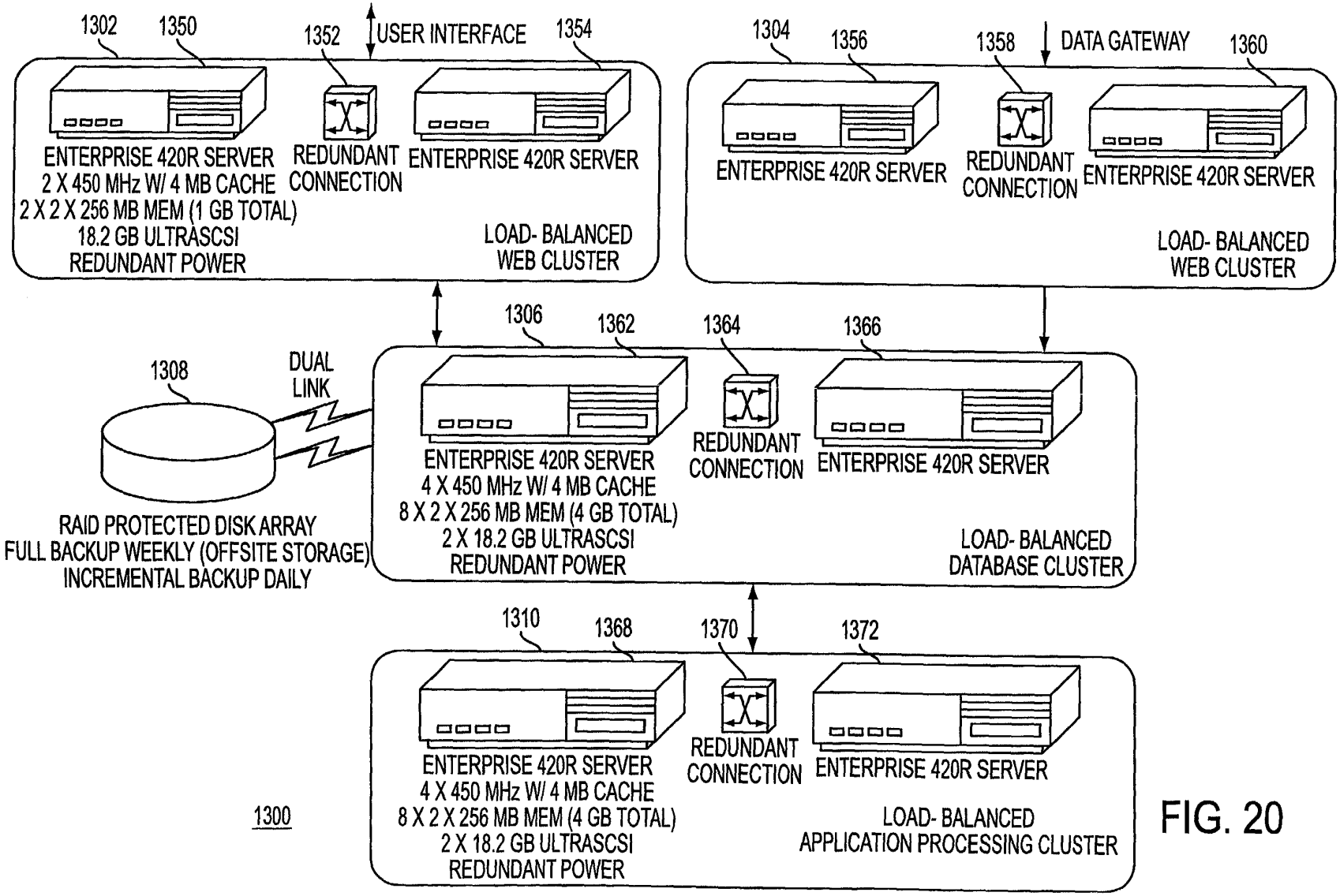

FIG. 20